



# CITY OF HOUSTON

Administration and Regulatory Affairs Department  
Strategic Purchasing Division

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April 10, 2013

**SUBJECT:** Letter of Clarification No.1 Check Processing Validation, Imaging & ATM Concession Services for the Municipal Courts Department

**REFERENCE:** Request for Proposal No. S37-T24363

**TO:** All Prospective Proposers:

This Letter of Clarification is issued for the following reasons:

- **To change the specifications as shown below:**
  1. **To extend the above-referenced solicitation due date from April 12, 2013 until April 26, 2013 at 1:30 P.M., CST.**
- **The following questions and City of Houston responses are hereby incorporated and made a part of the Request for Proposal:**

1. If possible please provide a range for:

- a. the number of checks processed per month;
- b. the dollar value of checks processed per month.

**Answer:**

- a. average of approximately 3,500 per month
- b. average of approximately \$650,000.00 per month.

2. Please clarify how long the ATM Agreement would be for (ie. 3 years, 5 years) and renewal options.

**Answer:** The Agreement is for a term of three (3) years. The City of Houston reserves the option of extending the Agreement(s) on an annual basis for two (2) additional one-year terms, or portions thereof.

3. Please provide average annual foot traffic for the Main Courthouse as well as each satellite location.

**Answer:** Approximately 312,000 people enter the Municipal Courts Department annually.

4. Will the addition of ATMs be mutually agreed or will the respondent be "required" to install additional requested ATMs and the cities sole discretion?

**Answer:** The addition of ATMs is at the sole discretion of the City.

5. Please provide current ATM provider's name, surcharge amount and average monthly volume of the ATM for the last 12 months.

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**Council Members:** Helena Brown Jerry Davis Ellen Cohen Wanda Adams Dave Martin Al Hoang Oliver Pennington Edward Gonzalez  
James G. Rodriguez Mike Laster Larry Green Stephen C. Costello Andrew Burks Melissa Noriega C.O. "Brad" Bradford  
Jack Christie **Controller:** Ronald C. Green

**Answer:** The current ATM provider is IBC Bank. The surcharge amount is 2.00 per transaction. The City does not have access to the monthly volume.

6. Is the ATM 24 hour accessible?

**Answer:** The ATM is not 24 hours accessible.

7. Is the ATM a freestanding ATM or built in?

**Answer:** The ATM is freestanding.

8. Please explain why deposit functionality is being requested.

**Answer:** This requirement is no longer necessary.

9. Please provide the desired denominations to be dispensed.

**Answer:** \$10 bills and \$20 bills.

10. Please confirm if the "NA" included on all the M/WBE Forms indicates that the bank does not need to sign or return the forms to the City.

**Answer:** That is correct. The "N/A" included on all the M/WBE Forms does indeed indicate that the respondent does not need to sign or return the forms to the City.

11. Please confirm the number of Paper copies required. Please confirm the number of electronic copies required. Is it 1 printed original and 6 electronic copies that are required?

**Answer:** No. We are requesting 6 copies; 6 paper copies, of which 1 is an original signed copy in blue ink plus 6 electronic copies are required.

12. May we include a link to our financial statements?

**Answer:** You may include a link to your financial statements as long as you provide a separate piece of paper with the link provided on it stating that the link will lead directly to your financial statements.

13. What processing method (type of equipment, software, etc) does the City plan to use for check processing?

**Answer:** Scanners.

14. What is the Municipal Court's annual check volume? What is the Muni Court's annual received Payment volume?

**Answer:** Approximately 42,000 checks are received annually; approximately \$7,800,000.00.

15. Do you know the breakdown of checks that are received over the counter vs. received in the mail room?

**Answer:** No, the City combines all locations and sends one deposit.

16. What is the Municipal Court's average ticket size?

**Answer:** The court's ticket volume ranges between 35K citations and 60K violations per month.

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17. What is the Muni courts annual volume of return items?

**Answer:** Approximately 350 checks with a dollar value of approximately \$60,000.00.

18. Does the Muni Court reclear return items? How many re-clear items do you have annually?

**Answer:** We normally re-clear approximately 34% which was a total of 120 checks last year.

19. What current services does the existing ATM offer?

**Answer:** Cash dispense.

20. Who is the current provider?

**Answer:** See response to Question 5.

21. What is the current usage? If the provider is a financial institution, what % of the transactions are from their customers?

**Answer:** Data unknown

22. RFP requests a deposit taking machine.

- Would the city be willing to grant an exception on the requirement for deposit taking?

**Answer:** This requirement is no longer necessary.

23. The RFP states that an ATM is required at the Main Courthouse and that it's the proposer's option to install at satellite locations (bottom of page 15). Please confirm the only required location is the Main Courthouse.

**Answer:** The main courthouse is the only location that would immediately require an ATM; however the City would like to reserve the right to add additional ATM's if ever deemed necessary.

24. Section 6.2 on page 16 states, "At an undetermined time in the future, MCD, reserves the right to request that additional equipment for any/all if the services be added to various locations". Does this mean that it is required or optional as stated at the bottom of page 15? (See previous question).

**Answer:** Optional

25. Section 8.1 states that the provider shall pay MCD a flat fee for the ATM based on transaction thresholds and list out all the fees we charge.

- Please confirm that the flat fee is to be proposed by the provider and approved by the MCD.

**Answer:** Yes, the flat fee is to be proposed by the provider and approved by MCD.

26. Fees – we currently charge non-bank customers a \$3 surcharge to withdraw money from the ATM (our standard across the US). \* Is there a restriction on this charge?

\*FYI- non-bank customers may also get charged a small fee by their financial provider for not utilizing one of their machines

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LETTER OF CLARIFICATION 1  
CHECK PROCESSING VALIDATION, IMAGING & ATM CONCESSION SERVICES  
SOLICITATION NO. S37-T24363

**Answer:** No, as long as the total convenience fee does not exceed 5% of the payment.

27. The RFP doesn't indicate the volume of checks. If possible please provide a range for:

- the number of checks processed per month
- dollar value of checks processed per month

**Answer:** See response to question #1.

When issued, Letter(s) of Clarification shall automatically become a part of the proposal documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. All revisions, responses, and answers incorporated into the Letter(s) of Clarification are collaboratively from both the Strategic Purchasing Division and the applicable City Department(s). It is the responsibility of the proposers to ensure that it has obtained all such letter(s). By submitting a proposal on this project, proposers shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into this proposal.

If you have any questions or if further clarification is needed regarding this Request for Proposal, please contact me.

*Joyce Hays*

Joyce Hays  
Sr. Procurement Specialist  
Strategic Purchasing Division  
832-393-8723

**END OF LETTER OF CLARIFICATION 1**

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